

FREQUENTLY ASKED QUESTIONS

City Library Borrowers

1 WHY DO I HAVE TO GET A NEW CITY CARD?

To use the City Library, you need to be registered in a city branch library. If you have a card from a county library, you may continue to use it in the county libraries. There is no charge for a new Riverside Public Library card.

2 WHY DO I HAVE TO HAVE TWO CARDS?

To check out books from both the Riverside Public Library and the Riverside County Library System, you will need two library cards. These systems are now independent. Think of the cards as store cards.

3 WHEN WILL THIS HAPPEN?

The installation of the new program should be completed in July.

4 CAN WE RETURN ITEMS ANYWHERE?

Yes, to any branch of a library belonging to the Inland Library System. For a list, check WWW.INLANDLIB.ORG. Your account will be cleared faster if you return city items to a city branch and county items to a county branch.

5 CAN WE BORROW FROM RIVERSIDE COUNTY?

Yes, with a Riverside County Library card, you can check out county items directly from the county library branches. You can place an electronic request to pick up a county item at a county library.

6 IF I WANT A CARD FROM THE COUNTY LIBRARY DO I HAVE TO DRIVE TO A COUNTY BRANCH?

Yes, if you want a County Library card you have to go to a county library to apply.

7 DO I HAVE TO GIVE UP THE CARD I HAVE?

Yes, if it is a yellow card with Riverside City and County Public Library on it and it was issued at a Riverside City library. We will give you a new card, free.

8 WHAT IS A COUNTY LIBRARY?

A county library is a library in the County of Riverside. Addresses are listed on the Riverside County Library Network homepage: WWW.RIVERSIDE.LIB.CA.US.

9 WHY ARE YOU CHANGING THE PROGRAM?

The DRA computer program will no longer be supported by the vendor. The City chose Innovative Interfaces, Inc. as the replacement program.

